



Useful contact information and top
tips for chambers

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Who should I contact?

Below are a series of questions to help you find the correct department in LAA you should contact if you have a problem.

General Contacts

Q. I have an issue with my LAA account?

A. You should contact the [provider records team](#).

Q. I require information on a payment made by the LAA to myself?

A. You should contact the [Payment information team](#).

Q. I have a debt on my LAA account?

A. You should contact the [Debt recovery unit](#).

Crime Contacts

Q. I have a query about my crime claim

A. You should contact the [AGFS team](#).

Q. I want to know the processing dates for crime applications.

A. Please click [here](#) for a link to the information on the processing times.

Q. I want some guidance on Criminal applications

A. Please click [here](#) for a link to guidance documents for criminal applications.

Q. I have a question regarding wasted preparation?

A. You should contact the [Special Prep and Wasted Prep team](#).

Q. I have a VHCC Crime payment query?

A. You should contact the [VHCC Crime team](#).

Who should I contact?

Crime Contacts Continued

Q. I need to get a prior approval application?

A. You need to contact the [Crime queries team](#).

Q. I need to find about my CRM8 claim?

A. You need to contact the [Criminal Finance team](#).

Civil Contacts

Q. I need to find out some information about my paper claim?

A. You need to contact the [Customer Services team](#).

Q. I want to find some guidance on civil applications?

A. Please click [here](#) for a link to the guidance for civil applications.

Q. I need to contact the LAA about a technical question I have?

A. You need to contact our [Customer Services team](#).

Q. I have a query regarding my very High cost case application?

A. You need to contact the [VHCC team](#) within the LAA.

Q. I need to find information about my QC application?

A. You need to contact the [HCC team](#) within the LAA.

Q. I have query regarding my exceptional case funding?

A. You need to contact the LAA [Exceptional Case Funding team](#).

Q. My query falls under none of the above categories?

A. If you have a query that cannot be answered by one of the above teams please contact the [Contract Manager Team](#) on the following email addresses.

Bar CM Enquiry (London Chambers) BarCMEnquiryLC@legalaid.gsi.gov.uk

Bar CM Enquiry (Non-London Chambers) BarCMEnquiry@legalaid.gsi.gov.uk

Top tips for getting your bill processed first time

We have reviewed the most common mistakes made when submitting work to create these tips. These tips will help you get your work processed the first time it is submitted. If you want more guidance or CCMS training material please visit the [CCMS training website](#).

- When submitting your bill ensure Counsel has sufficient cost allocation before submitting. You can do this by checking the account summary screen.
- If you are submitting a bill in a FAS escape cases do not submit your bill before the solicitors. This will cause delays in the processing of your bill and of payment.
- In high cost cases there must be a restriction placed on the case to claim events and this will happen only after the LAA have agreed a contract.
- When you are entering your bill in CCMS, If the matter escapes codified rates then remove codified rates section and enter the hourly rate in the following section.
- Do not use CCMS as a case management system, it is a costs submission system only and should work alongside your own records. This will help avoid any confusion.
- You can export your bills from your case management system and upload to CCMS. This can be done using the [Bulk Claim upload facility](#).
- We strongly recommend that advocates ensure they have been given access to the case on CCMS as soon as they have been instructed by the provider and that an individual cost limit has been authorised. You can [request access](#) to a certificate from the Providers.
- If a Counsel has moved to your chambers recently it is your chambers responsibility to contact [provider records](#) and inform them of the change. Until you do the counsel will still be linked to their old chambers on CCMS and you will be unable to bill on their behalf.

Provider Records

You should contact Provider Records if:

- You want to change or add a barrister's legal aid account details
- You have a VAT status query
- You want to add a new barrister to your CCMS account
- You have a query re a hold on counsel's account.

Contact email: ProviderRecords-London@legalaid.gsi.gov.uk

Contact Telephone Number: 0203 3346177

Debt recovery unit

Debt Recovery Unit (DRU)

Contact DRU if:

- If you receive correspondence relating to a debt on your LAA account
- A barrister is declared/will be declared insolvent

Contact Email: zzrecoveryservices@legalaid.gsi.gov.uk

Please click [here](#) to return to the who to contact section.

Payment Information

You should contact the Payment Information team if:

- You have been told that a claim has been paid but the funds have not arrived in the bank account and no remittance has been received.
- You have received a remittance but no payment has been received
- You have not received a remittance for a payment and have waited until the Wednesday after the payment was received
- You require a historical Provider Statement of Account and do not have the original copy
- You have a query about the format of a CCMS remittance or PSoA

If you want to make a payment to the LAA:

Contact Cash office at cash-office-queries@legalaid.gsi.gov.uk . To make an online payment please use the below details:

Nat West

Acc Name: LAA Receipts

Acc Number: 10014578

Sort Code: 60-70-80

Ref: LAA counsel account number

If you would like to make a payment by cheque, please make your cheque payable to Legal Aid Agency and forward to the following address:

Legal Aid Agency,

Cash Office,

7th Floor 7.42

102 Petty France

London

SW1H 9AJ

DX 161440 Westminster (8)

Information relating to payments can be found here:

<https://www.gov.uk/guidance/legal-aid-agency-payments-to-providers>

Please click [here](#) to return to the who to contact section.

Crime team

Crime

You should contact the AGFS team if:

- Your bill has not been paid 4 weeks after submission
- You have a query about the AGFS guidance published on the LAA website
- You disagree with the decision to reject your claim
- You want to appeal an assessment
- You have a query about a claim
- You have queries about Online Billing

Processing dates for criminal claims can be found here:

<https://www.gov.uk/guidance/crime-processing-dates>

Criminal guidance documents can be found here:

<https://www.gov.uk/guidance/funding-and-costs-assessment-for-civil-and-crime-matters>

Contact email: advocates-fee@legalaid.gsi.gov.uk

Contact telephone number: 0115 852 6000

Special/Wasted Prep

Contact the Special Prep and Wasted Prep team:-

If you have a query about special or wasted preparation

Contact Email: specialpreparation@legalaid.gsi.gov.uk

Crime Queries and Criminal Finance

Crime Queries

Contact Crime Queries for Prior Approval applications

Contact Email: Crime.Queries@legalaid.gsi.gov.uk

Criminal Finance

Contact the Criminal Finance team in respect of claims for assigned counsel payments (CRM8 form)

Contact [Telephone](tel:01158256000) number: 0115 825 6000

Please click [here](#) to return to the who to contact section.

High Cost Crime

You should contact the High Cost Crime team if:

- You have a query regarding the contract
- You have a VHCC Crime payment query
- You have a query regarding an audit

Contact Email: highcostcrime@legalaid.gsi.gov.uk

Please click [here](#) to return to the who to contact section.

Contact Civil for FAS/FGF/Civil claims

You should contact Civil Case Management if:

- You have a query about a paper claim
- You want to challenge a decision to reject a claim
- You want to challenge a claim that has been assessed down
- You have a billing query
- You have a Payment On Account (POA) query

Family and civil guidance and information can be found here:

<https://www.gov.uk/topic/legal-aid-for-providers/civil>

Contact email: ContactCivil@legalaid.gsi.gov.uk

Contact telephone number: 0300 200 2020 - Monday to Friday, 9:00 - 17:00 (excluding bank holidays)

CCMS

- If you have a CCMS query or a complaint you should submit a general enquiry through CCMS, quoting the case reference number in the subject line.
- If you have a technical issue with CCMS you should call Customer services team
- If you have feedback regarding CCMS system enhancements contact the CCMS Service Delivery team

Contact email: online-support@legalaid.gsi.gov.uk

Service Delivery Team: CCMSservicedelivery@legalaid.gsi.gov.uk

Contact telephone numbers:

Customer Services Team: 0300 200 2020 - Monday to Friday 9:00 to 17:00 (excluding bank holidays)

Please click [here](#) to return to the who to contact section.

VHCC Family

You should contact the VHCC Family team if:

- After speaking to your instructing solicitor you still have a query regarding the case plan and/or cost limitation
- You want to check the position of your case
- You want to query an LAA assessment

Contact Email: vhcc.queries@legalaid.gsi.gov.uk

High Cost Civil

You should contact the High Cost Civil team if your query relates to:

- Court of Protection
- QC applications
- Multi-party action
- Work formerly undertaken by the Special Cases Unit

Contact Email: highcostcivil@legalaid.gsi.gov.uk

Exceptional Cases Funding

You should contact the ECF team if your query relates to an application for exceptional case funding, e.g. Inquests

Contact Email: ECF@legalaid.gsi.gov.uk

Contract Managers

Contact the Contract Manager team only after the above mentioned teams cannot or do not resolve your query.

If you do not feel that your query falls under any of the above mentioned teams you can contact the Contract Manager team on the below email addresses.

Bar CM Enquiry (London Chambers) BarCMEnquiryLC@legalaid.gsi.gov.uk

Bar CM Enquiry (Non-London Chambers) <BarCMEnquiry@legalaid.gsi.gov.uk>

If you have a query relating to non-response or non-payment by your instructing solicitors please forward your latest written attempts to contact the senior partner of the firm to the relevant email address above. They will liaise with the firm's Contract Manager to try to resolve matters. Please note however that you should continue to pursue the instructing solicitors directly.

Please click [here](#) to return to the who to contact section.